

Written Testimony re: S.B. No. 149

Submitted by Evy Brescia, MSW

February 10, 2011

(21 years as a Director of Social Services in nursing homes, 17 of those years spent at Danbury Health care, a Social Worker for Danbury VNA(past 9 years), and Adjunct SW professor at WCSU instructing a course on Aging (started spring 2011 semester)

I am writing this testimony for the purposes of increasing the ratio of nursing home Social Workers to Residents. Not only do we have to meet all the standards set by state and federal regulations, we are penalized for not meeting them. Yet, the Public Health Code only requires 10 hours of social work for every 30 nursing home beds. This ratio has not changed in my 21 years of nursing home social work.

In the earlier years of my profession, men and woman entered nursing homes for long-term placement. Occasionally a resident may be discharged to another nursing home of their preference. Other than that, discharges for short-term rehab were not even a function of a nursing home. The nursing home of today is more like a mini hospital, dealing with a multitude of illnesses and constant discharge planning.

In my attachment, I describe a picture of my roles and responsibilities as a nursing home social worker under the same ratio of over 20 years ago. Times have changed in the nursing home setting, as we are also now considered a nursing rehab center. Social workers, unlike therapists in rehab (PT, OT, and ST) create an increase in revenue. Therefore, the amount of therapists to residents is high. We have the same amount of hours in our dept. as does the maintenance dept and half of the amount of hours in our Recreation department. A number of years ago, recreation hours were increased per Public health code, as it was seen as a very important part of the residents' quality of life.

Social workers have had many added and very time consuming responsibilities added in recent years, more so in the past year, than ever. Yet, the Public Health Code has not adjusted to the need. We are expected to meet the residents' psycho-social needs which are becoming near impossible. Not only do we deal with the resident, but with their loved ones as well. The number of individuals involved do not even count toward the ratio numbers. When we fail to meet the state and federal standards, deficiencies are given. In response to deficiencies is a plan of correction is requested. The POC never includes more social work staff. Rather, we are asked to return to compliance and then have to complete an audit to prove our compliance, which only adds to the already burdensome job. Deficiencies can affect our star rating, which reflects an image of the nursing home to potential admissions. If admissions are low, revenue is low, and cuts are made in the nursing home. If the nursing home cannot compete with a neighboring nursing home that may have a higher star rating, then the facility may not be financially strong enough to remain in business, resulting in receiverships and eventual closings. Social workers do not bring in revenue; we give customer satisfaction through our care, concern, and our attention to residents and their families. This is becoming too challenging. Sacrifices are made daily in order to meet too many needs.

We are dealing with the lives of Connecticut residents who are expected to receive quality of care. We are not given the amount of hours needed to meet those needs with the added duties. We need to value our elderly and even younger residents. We need to foster the nursing home social work profession so that future Social Workers will bring their skills to this field. My last two social work interns loved working with the residents in my facility; however, they were overwhelmed by the amount of responsibilities with the present staff ratios. Both former students stated that they would not be able to handle the job. Many Social Workers are leaving nursing homes, as they realize they cannot fulfill their roles. Many are unable to give the residents the attention that they require. There is a feeling of dissatisfaction with the inability to offer the counseling and support to residents and their families. More and more time is spent in meetings, written assessment tools, crisis situations, discharge planning, new PASRR process, and juggling all the daily interruptions and needs. Another crisis will arise in this state. The shortage of nursing home Social Workers, as many are too overwhelmed to stay with today's pace. Many will not even contemplate employment, as they may have interned in a nursing home or have heard of the experiences of present or past social workers. I have contemplated leaving my job due to chest pains and the feeling that I will never "catch up." It is a very defeating feeling, knowing that I am not able to help the people that rely on ^{me} you, as I once was years ago.

Another nursing home nearby has a full-time director of social work whom oversees the long-term residents only (much less than in my facility). There are 2 full-time social workers who oversee the short-term residents in which they do the initial social history and MDS and that is all. Then there are nurse case managers who take care of all the discharge work. This facility would not function any other way. They made a staffing decision which was not mandated by the state. However, there are many other facilities that will not staff the social work department to meet the present needs unless mandated to do so. We are told to better time manage; catch up no matter what it takes, etc.

In closing, if the increase in the ratio is not passed, those who vote it down should be ashamed of how we under value our nursing home residents and the social workers who try to care for them. The problem will not go away with the bill. The number of nursing home residents is increasing with the rise in the population of elderly. Quality of life issues which can be addressed by Social workers will be a desire, but cannot be expected. I ask that you raise the ratio to at least 20 hours for every 30 beds to meet today's nursing home/rehab center. Perhaps we will have a loved one in need of a social worker's support and will not receive those services. Perhaps it will be one of us. Perhaps, we can uphold the standards of quality of care, if we give the needed hours of social work to accomplish this task. We are not looking to remove many of our responsibilities, just needing more time to meet the needs of our residents without short changing them. We have an ethical responsibility to give the care to residents, whether short-term or long-term. We need to make a change that is long over-due!

Thank you for your attention to this very important matter. If you have any further questions, please call me at 203-546-5307.

Respectfully,

Evy Brescia, MSW

Social Work responsibilities at Danbury Health Care Center Nursing Home

180 bed facility with long-term and short-term residents

Submitted by Evy Brescia, MSW

(21 years as a Nursing home Social Worker)

February 10, 2011

FYI: 2 full-time Social Workers (compared to 2 full time maintenance staff, and 4 full time recreation staff)

More people in housekeeping and laundry than in social services!

1. Most time consuming: Discharge planning which includes:

*** Not even a concept when Public Health code ratios were set.**

- Discharge meeting with resident and staff
- Initiating the d/c paperwork
- Coordinating all home care services (nursing, PT, OT, ST, Home health aides, homemakers etc)
- Referrals for homecare and homecare programs such as CCCI(Connecticut Community Care, Inc), outpatient rehab, and medical equipment
- Arrange for transportation (family, logisticare for t19 residents, sweetheart bus, wheelchair van , ect.)
- Order oxygen, blood sugar machines, insulin, etc
- Collect and all d/c summaries from all disciplines and compile a d/c packet
- Go over d/c summary with resident/family upon d/c
- Fax d/c summary to all involved with post-d/c care: homecare agencies, CCCI, PCP and specialists)
- Follow up calls with d/c client: day after, week after, and 1 month after
- Meals on Wheels referral
- Emergency response system

2. Also very time consuming: The new MDS 3.0 assessments (as of October 2010)

***Not developed when Public Health Code ratios were established.**

An MDS is the Minimum Data set which is a long interdisciplinary assessment which gives the resident more of a voice in their care plan. Each resident is now interviewed. IF the resident is too confused or unable to answer, the nursing staff is interviewed instead. Every short term

rehab and Medicare paying resident has one done on admission and very often until d/c home. Long-term residents have one done for every Quarter and change of condition.

- *Social Workers have 4 sections to complete: the brief mental status test (testing for short-term memory impairments), Depression scale (PHQ9), problem behavior, and discharge planning.*

The MDS is then entered into the computer system (which DPH has access to) and a care plan is developed based on the problems identified. It also is the main tool to determine which reimbursement rate we will receive on each resident. The information is time sensitive and is a priority.

3. **Review of the PASRR** (Pre-admission Screening and Resident Review), which replaced the former MI/MR (Mental illness, mental retardation) ***also not developed during initiation of Public Health Code ratio**
We are responsible for tracking all short term residents that are approved for short term stays and anyone who triggers for a level 2 screen...having a major mental illness, developmental disability, or mental retardation. If the facility is looking for Medicaid reimbursement, the social workers are responsible for for level of care evaluations, and additional information which will determine if a person will have his/her stay paid for.....major priority and pressure!
4. **An Initial social History** is initiated within 5 days of admission, usually at the same time as the MDS. We identify prior functioning, support systems (or lack thereof), past issues with mental health issues, alcohol and/or drug dependence, a discharge plan, etc.
5. **Quarterly and Annual assessments and notes** A social work assessment that addresses what the needs are, our interventions, and any changes....as well as a summary of a resident's medical, spiritual, leisure, and emotional status.
6. **Room change notes** Done for every person who changes rooms and the roommate on the receiving end. Inform all departments of the room change.
7. **Room change calls** Asking the resident or responsible party if it is ok to move to another room, many times off the unit they became familiar with...while upholding the resident's right to refuse. Yet, most times, their bed is needed for a new admission!
8. **Follow up on complaints and monitor grievance log**
9. **Assist with setting up irrevocable funeral contracts**

10. Assisting with developing advanced directives (DNR, Power of Attorney, withholding treatment orders, and living wills.
11. Completing the Medicaid applications and copying necessary information needed. Follow up. MORE APPLICATIONS THAN IN PAST YEARS>
12. Referrals to Hospice or palliative care, offer support to dying resident and their loved one.
13. Apply for Veteran Benefits
14. Application for conservatorship and attending probate hearings
15. Refer to protective services for discharges against medical advice
16. Medicare part B and D enrollment
17. Dealing with social issues such as involuntary discharges, non-payment, homeless, poor home environment or lack of resources, family issues, substance/drug abuse, Medicaid penalties, etc (HAPPENING MORE AND MORE IN DANBURY AREA!
18. Giving facility tours when admissions dept. unavailable
19. Apply for senior housing, section 8, or other placement locations
20. Meet with agency marketing staff: homecare and medical equipment
21. Assist with tax returns of residents who qualify
22. Order clothing, footwear, and diabetic shoes, as well as obtaining tv, radios, shavers, favorite food snacks, soda, and cigarettes
23. Trying to spend resident trust accounts so that they stay within Medicaid eligibility and meet social security standards as rep payee
24. Send out letters to bill collectors for Medicaid recipients
25. Make sure that clothing is brought to laundry for labeling
26. Order newspapers for residents

27. Coordinate hairdresser list
28. Make a list for chaplain to visit ea. Week
29. Register for absentee ballots for local, state, and federal voting
30. Run the annual travelling clothing store event
31. File notes on chart
32. Update resident face sheet information with correct contact information and funeral home
33. Initiate transfer to geriatric psych hospitals for residents with unstable behavioral symptoms (Masonic home, Sharon hosp, etc)
34. Notarize documents
35. Send out sympathy cards to the families of deceased residents
36. Call family members to pick up personal effects of a deceased resident
37. Provide support to grieving families when they come back for personal items
38. Assist with financial needs ie, help with check book and/or bills
39. Contact insurance plans to discontinue plans, or change plans
40. Change of address forms for post office for long-term residents
41. Attending many meetings :
 - Medicare meetings(PPS) for all residents being covered by medicare (daily)
 - Weekly medicare meetings
 - Rehab meetings on all short-term residents (weekly)
 - Morning report (daily)
 - Care planning meetings (ave 3 times a week on at least 3 to 5 residents in ea. mtg)
 - CQI (quarterly)
 - Medical staff (quarterly)
 - Medicaid pending (periodically)

- Discharge meetings (throughout the week 2 to 3)
- Interim meetings, as needed with families, residents, staff
- Marketing (weekly)

42. Retrieve about 20 voice mails a day, on top of answered calls and try to return them

43. Constant interruptions from staff, residents, and families unplanned and throughout the day, every day!!

44. Address birthday cards for every resident in ea. Month

45. Attempt to have 1:1 visits with residents to meet their needs ie: (which is happening less and less, but most important and very time consuming! Quality of life issues! Impossible to meet with current ratio, given all the previous 44 items!!

- Depressed mood (common problem)!
- Adjustment issues
- Family guilt
- Anger
- Roommate issues
- Financial
- Discharge or long-term issues
- Spiritual
- End of life decisions
- Dying process
- Companionship
- Pet visits
- Personal needs (clothing, tv,
- Family conflicts
- Mental health issues
- Behavioral
- Social stimulation
- Reality orientation
- Assess for further needs

Sheri off this week!! Evis

Tuesday 8/31

9:00 - M - Mtg c Roseanne PPS

9:30 Morning Report

9:50 mtg c Mike about My Job + Time mgmt + Mamas' D/c

10:00 Fire Drill c State inspector

10:15 - 11:00 organizing To do List for Today, returning calls

- CCCI

- Bedhold Cee Bos

- Bus-office

- Bossio again

- Catty Murphy

11:00 To do D/c 2 west

11:40 To Dining Room for D.R. Duty

12:30 - 12:45 IN PT To Discuss Ms. ~~Chappell~~ D/c, ~~P~~ D/c

12:45 - 1:15 Passing out D/c pprs on N. ~~Sealand~~ + ~~Mamas~~

log in Census

1:15 - 1:45 To lunch

1:45 - 3:00 Wkg on Discharges, emergency c Mr ~~F~~ in hallwa

3:00 - 3:30 Met c Rosa Perez Re: D/c Uncle: Fidel

3:30 - 4:00 faxing D/c pprs from Today to Dr + RUNA

called morning star Re: ~~Chappell~~'s D/c

" ~~Chappell~~'s Brother Re: backup \$?

Talked c Dr J Re: ~~Ginty~~'s attestation +

Went ↑ to get her to sign it

4:00 - ↑ to See Nancy ~~S~~ about D/c

got MDS on Ginty for Ascend as well as MARS

Brought note Re: Sitters for Nancy ~~G~~ ↑ & E

Talked c Nancy ~~F~~ Re: D/c for Sealand +

5:00

Needed Rehab orders for Ginty

Talked c Corzaro ~~dr~~ for D/c in for

out

8:30 - 9:15 @ home worked on Ascend for ~~Ginty~~

Wed. 9/1/10

8⁴⁰_{to 9⁰⁰} - Talked to Saul Re: 2 Residents
" to Joan Gee Re: admissions position

Checked emails.

9⁰⁰_{to 9²⁵} PPS

9²⁵_{to 10⁰⁰} - am mtg

10⁰⁰-10¹⁵ had 200 meet to Residents in Rec Room - Got a coffee in
breakroom

10¹⁵ - picked up 12 messages

met to Mrs. ~~Quinn~~ dtr Re: D/c planning

met to Maria ~~Quinn~~'s dtr + A Matias Re: Matias
wishes to get her Apt + Complaint about her own
dtr

- Talked to Dotti on new procedure Re: office door - closed

Talked to Gloria ~~Quinn~~ (former res.) called to
thank us + told me that her shoes were found @

D. Hosp.

need Copies + info to fax (gave to Dotti)

1¹⁵-1⁴⁵ Lunch

1⁴⁵-2⁰⁰ Paul ~~Quinn~~ needed ppr work I have, took my dog outside

2⁰⁰-2⁴⁵ Met to Mr. ~~Quinn~~ C.I.L. re: D/c for Friday

2⁴⁵-3⁴⁰ Met to Janice Re: a possible admission

Talked to Mrs. ~~Quinn~~ dtr again about Matias

Prob - Big!! - went to Janice's office about

? Admission Prob to T19. Talked to N. Casey Re

~~Matias~~ Prob to dtr
P. ~~Quinn~~ came in about Verizon Bill letter I want

To Bus. office to get reimbursed for Cigs.

3⁴⁰-4⁰⁰

Wed. Continued 9/1

4:00 — Saw Judy ~~for~~ for a Res. wanting ~~to~~ out of acct
To 4:30 Did an MDS
4:50 — 5:10 worked on ppr work for Mr. ~~for~~ D/C for distribution
Rec'd ⁽¹⁰⁾ phone messages 5 mins to hear all of them
4:50 — 5:10 returned calls - morning star Rest home re: chgoen
Talked to Nana, falls re: status of chgoen
Made Cigarette order +
Delivered to 3rd floor.

5:10 out

Thursday 9-2-10

845 in

850 - 925. medicare mtg

925 - 10⁰⁰ • Am Report

10⁰⁰ - 12⁰⁰

- picked up 5 Phone Messages
- Called by 4th Floor Re: laundry issue -
- G. ~~Older~~ walked in while door closed - no sign on door tho brought me an IRS ltr
- Called Refino Re: clothing issue
- organized for the day - Called Joe ~~Older~~ - spoke to him
- picked up mail -
- Did the Census log
- Called DSS Re: found DSS card in My box - not our
- Resident - called 4E To call DSS for Gleason's hosp adm
- Getting Rose ~~Case~~ D/c ready to Distribute
- emails -
- Called Anthem To get Auth for D/c equip + homecare for Nancy Sealund.
- Called N. ~~Sealund~~ for addtl D/c info
- ordered a R. walker for N. Sealund - called D. Hosp for glucar
- gave Pam (Nurse) PASRR work to do (Thanks!)
- called Anthem back Re: ordering a glucometer.
- Mathias called MD - came to me c/ CNA to interpret
- Grace ~~Sealund~~ called about wtg for food! very upset.

Tray sent ↑ @ 1135 it is 12⁰⁰ no tray yet
Called BE to tell them of her prob.

12⁰⁰ - 12³⁵

- Talked c/ Roseanne Re: ~~Older~~ + ? of D/c plans ? of LiT.
- Talked c/ Nancy Casey Re: Grace's complaint + Ginty's PASRR int.
- Called Atty VanDyke Re: Sam's case
- Called RVNA for N. ~~Sealund~~ homecare referral
- Prob. c/ Wk Coverage can't get NSG until Wed.
- Called Roseanne c/ this prob to case managed Care for M.

12³⁵ - 1¹⁰ -

Called CCCI on ~~Wendy~~ D/c

Called Masonicare for referral on Fr Perez. D/c

" 2 West re: colostomy order #1

" Richard ~~Wendy~~ re: ↑ as 2 West did not know

" Masonicare for R. ~~Wendy~~ D/c also

Picked up 6 Phone Messages

Called MedStar to order a Care + Colostomy bag

for Fr Perez called 3xs - get voice mail.

Wrote D/c summary on Perez.

1¹⁰ - 1³⁰

To lunch

1³⁰ - 1⁵⁵

Distributed D/c pprs on Cozzis d/c

Received a call from Morning Star re: Chappell

P. Weikert came in to complain about R/m - 7 of D/c -
Picked up 2 more messages - called Debbie Ammonst re: placing Chico on Ho and 1
To see VNA client as ~~he~~ cannot see one tonight 2⁰

7⁰⁰ - 4²⁰

Support group. + ~~he~~ cleaned up dishes

~~4²⁰ - 4⁵⁵~~

4²⁰ - 4⁵⁵

Talked to Mrs. ~~Wendy~~ about the grief of losing her husband. Very thank

6⁴⁵ - 7³⁰

Talked to Patrick ferns

Picked up 10 Voice Mails

got D/c work organized to pick up where I left off for Tomorrow.

7³⁰ left

Friday 9/3/10

8:45 IN - 9:05

9:05 - 9:30

9:30 - 10:15

10:15 - 11:15

Picked up 4 Messages - got situated Pna to PPS

PPS / Am mtg

Marketing mtg

Calls for ~~N. Sealand~~ for another HH Agency + also to Re. refer Cozza

Calls to CCCI workers to updates on ~~the~~ + Woller

Call to VA Rep that will be here today

Picked up 6 more messages - wrote up time sheet + PTO request for labor day + vacation.
returned 2 calls

Called Massomcare back Re: Sealand + Cozza

11:15 - 11:45

↑ stairs to get Ppr work to fax on fidel ~~Progs~~ to HHA.
Spoke to 1 of Matra's dtes.

11:45 - 12:05

Lunch Duty - had to leave after serving to Cmt. D/c work.

12:05 - 12:55

back to office to make more D/c calls re: equipment
Talked to Med Star re: colostomy

Picked up 4 Messages

got faxes together to 2 agencies + 2 MDS -

gave to Dotti to fax. + Directions for Dotti to do

12:55 - 1:45

- D/c Nancy Sealand.

1:45 - 2:15

- mtg to Steve Kawalecki from Veterans Assoc. on ppt to Pensions.

2:15 - 2:55

Talked to Atty + D/c'd ~~Re: R~~

2:55 - 3:10

Talked to Mike Re: ~~Cozza~~, Talked to Betty E. about ~~Cozza's~~ D/c - met to Cozza's dtn.

3:10 - 3:40

met to ~~Cozza's~~ dtn

3:40 - 4:10

2 Phone calls, Talked to Nancy Falls Re: ~~Sealand~~ D/c

Talked to Dr. Tyothi about ~~Cozza's~~ N. Sealand + ~~Cozza's~~

4/10/15

ate lunch at Desk - Picked up 5 messages

Called Mrs. ~~Gawlick~~ dtr

Finished notes for Dks - Talked c Dr. Jyothi

re: Her conversation c ~~Baruch~~

Id ascend site - Qivty Approved! (U)

Printed it out for chart + Bus office
checked emails + picked up 2 voice mails
organized desk paperwork before lte

Talked c Nancy Falls (1/2 hr - Part work - part Person

monday 9/7/10 Tues

9:15 in

9:15 - 10:05

Breakroom for Coffee. ✓d Voice Mail (12) + emails

10:15 - 10:30

Worked on PASAR - Talked to ~~Mike~~

10:30 - 11:00

Met with AA Man on Stella ~~Stella~~ - Dfr - Mike needed
Talk to me or
Mamans

11:00 - 12:50

returned 2 calls - Finished D/c work on Corza
Neale came to me about Joe ~~work~~ - Talked to Bette about Jo

1:00 To D/c Corza

2:30 - 2:50 Lunch

2:50 - 2:55 Talked to Joe ~~on~~ on phone -

2:55 - 3:00 Called Dan Lerman to report what happened

3:30 " DNS + Admin as well

3:30 left for Eye Appt.

5:00 - 5:30 To P/u Resident's Cigarettes 10 cartons

— Wed. 9/8/10 —

8⁵⁵ in. Am Report

9:30 To — Breakfast to get coffee + put lunch in fridge
To — Incident Reported to me Re: Res to Res abuse
11:30 Talked to Bette Re: Joe G. State here
to him. Called Dr. Shetty + spoke to him as well about Joe.
Finished ^{3 pages of} notes on Joe G. + spoke to Dr. Shetty about
how to proceed to his behaviors.

11:30 — George ~~Johnson~~ came in — had to work on his beneficiary
to 11:50 info. 20 minutes to opm
10 mins Small talk in office — to Dotti, Sheri.

12⁰⁰-12³⁰
Met to ombudsman + DPH WOMAN.

12³⁰ — Picked up 12 voice mails — id emails.
to 1 pm. followed up on a few v.m. messages.
1:00-1:10 Talked to Jane about a financial issues tecnico

1:10 — got faxes ready to give to Dotti

1:15 — Met to Mrs. ~~Smith~~ + Dtn/Bette E.
Mrs. ~~Smith~~ dtn came in

To 1:20
1:20 To 1:45 returned call on D/c Perez to Masonicare

1:45-2:00 lunch

2:20 — Met to Bette on J. ~~Smith~~ + Planning

To 3:00
3:00 — return phone calls, worked on Ascend for ~~Smith~~

4:50 Left

picked up Razors for ~~Smith~~ + ~~Smith~~ @ Walmart

+ 2 hrs To store to Plu Towels gray, 2 razors: Weikert + Holmes,
11 11 11 11 11 11

9/9/10

9⁰⁰ IN

9⁰⁰ - 10⁰⁵ IN

- Medicare Mtg / Am mtg (Filled out VA home Application partially on Webb during Report).

10¹⁵ - 12⁰⁰

- Working on ~~the~~ Ascend
Talked to Margie Re: ASRR process + Both agree that
NSG needs to help to LOC.
Worked on Harman's letter - finalizing

12⁰⁰

- Met to Jeanie from Arredyours homecare
" to Mike, Betty, + Dr Shetti Re: Joe Goetz
picked up 17 voice mails, met to Valerie Juelsch + introduced
her to Violet Paranna

1:40 } To lunch
2:00 }

Worked on MDS
" invol. D/c work.

Talked to Mrs. ~~Myers~~ etc
Met to P. Weikert
returned emails.

Met to Grace ~~Myers~~ - concern over R/n juggling to milk
Brought towels + she brought up towels for
feet. 6 missing. Then upset over another
lady in hallway.

left at
2:10 - 4:40 To See a client

9/10

8⁵⁰ in

9⁰⁰ - 10²⁰ Am mtg, mtg c Ed Romalar

10²⁰ - 11¹⁰ { To Deli to get a calling card for A. Matias
Took dog out + got magazines from my car.
Talked c my mother - she had a prob. c heart + starting
to become manic.

11¹⁰ -

Picked up 11 Voice Mails.

Talked c Heather / dtr of ~~G. Smith~~
" " 2E Nurse

Talked Marion M. about my mother.
" c Dr Dyothi " " "

12⁰⁰

Visited c Zoe

12⁰⁰ - 1³⁰

MDS Work

1³⁰ - 2. Lunch

2⁰⁰ - Working on a possible D/c for ~~G. Smith~~
talked c Dtr of _____

YE asked to call Dtr of ~~Smith~~ Re: Withoff Labs
called Dtr. - called YE back
Brought ppr work around for D/c
sent [↑] ~~14~~ Cigarettes to YE c Dotti
worked on PASRR - ~~manila~~

Monday 7/13

7⁰⁰ - 7³⁰ worked on letter for Marmaras' letter

9- 1N > attended PPS/Am mtg
9- 10

10⁰⁰ - 11³⁰ Picked up 11⁰⁰ Messages on V-Mail
Talked to Anne ~~Re: Donna + Tammy Sanford.~~
Dr Tyothi about my mother
Talked to Mrs- ~~Patricia~~ dtr - she does not
Want her brother to vss her mo.
Wkd on raps

11³⁰ - 12⁰⁰ Talked to Saja about Marsalesi + plan for her - Talked to
Dotti to give a
to do list
12⁰⁰ - 1⁰⁰ - " to atty VanDyke about Sanfords.

1⁰⁰ - 1³⁰ lunch

1³⁰ - 2⁰⁰ worked on quarterly notes

2⁰⁰ - 3⁰⁰ Talked to Dr Shetty about my mom
" " Betty " " mom's meds.
" " YE " " " "

3⁰⁰ - 4¹⁵ MDS Work + Res. interview/Assessment
rcrd grievance on Gray + called Laundry to confirm.
gave laundry: markers + requested Debbie to order more

4¹⁵ - 5⁰⁰ Picked up voice mails - returned 2 calls.
organized work for tomorrow
faxed note to Mom's Psych.

Tues 9/14

9⁰⁰ in To Am mtg Till 9³⁰

9⁵⁰ - 10¹⁵ Picked up 4 voice mails - returned 2 of them
Called to V on mom.

Email To DSS + Bus. office re: 2 clients

10¹⁵ - 11⁰⁰ Talked to Maggie on MDS' due
Signed vs for B. office, signed C/p's.

11⁰⁰ - 11²⁵ on the phone to probate Court to Report a
Cons. not able to be reached (Hiley), to report a
need for new Cons. (Lupienki), + ? about giving
antipsychotic shot to my mom against will as a
Conserv giving permission.

11²⁵ - 12⁰⁰ { Mr. Goldstein asked me a ? Re Joe + electric cord use
update Ascend on mom's D/c to 4 unit
To finish Mrs ~~Spencer~~'s D/c - had to bring to depts
+ work on Completion

12⁰⁰ - 12³⁰ - Sonja - very upset over dtr - crying! Brought id to Betty + Sylvia.

12³⁰ - 1⁰⁰ met to Barbara Henson of Patient Care, picked up
5 voice mails.

1⁰⁰ - 1³⁰ To lunch

1³⁰ - 2⁰⁰ - Talked to Marsalio about her CA prognosis +
asked for my opinion

2⁰⁰ - 2¹⁵ Talked to Roseanne about a C/p I missed. Talked about
Sonja's dtr Asher-mice

2¹⁵ - 3⁰⁰ met to Mrs. Lajoie's D.I.L. about Transferring ownership of a ~~formal~~ ^{life in}
Policy - Needs to be done ASAP as her redeterm is due.
Called Prudential life ins - Transferred to 2 depts to get
Correct ppr work needed - advised D.I.L. + Jane Sawyer

3⁰⁰ Bathroom - helped to Steve's computer.

- 4¹⁵ Took
Talked to Jane Re. Lajoie's insurance case
met to Gary Lupienki about Ruth L. (Came back as a new pt).

9/15/10

EMS

10¹⁵ in late today
picked up items for J. Tobin @ CVS - dropped off Goodwill items
from here. Talked to Mike when I came in about Joe G.

10³⁰ - To See Joe ~~Q200~~ Name Tags (Maria ~~Q200~~ + 1. will
- 11⁰⁰ to see Nancy Casey Re: Joe Neuro

11⁰⁰ - 11¹⁵ Phone Conf. to Mom's DR, + Soc Wkr

11¹⁵ -

1³⁰ - 2 lunch

2 - 3²⁰ working on 3rd floor MDS

3²⁰ - 3⁴⁰ Joe's Room to Mike

3⁴⁰ - 3⁴⁵ worked on MDS' 3rd floor

3⁴⁵ - worked on 4th floor MDS'

Call on ~~Sam~~!

9/16

9¹⁵_{AM}

9¹⁵ - 9³⁰ am mtg

9³⁰ - 10¹⁵

Talked to Mike about Joe G. / ADA form
made copies
gave Debbie Hems to copy from J.G.'s chart
✓d PASRES.
Picked up 1 message
Checked emails
got a cup of ~~Joe~~ coffee ☺

10¹⁵ - 12⁰⁰

- worked on Harry ~~Werner~~ Invol. D/C - To Finalize all Details
requested by Angelo.

12⁰⁰ - 12³⁰

• gave a Tour for a ST Rehab candidate.

12³⁰ - 12⁴⁵

• Talked to Dr J about ~~Werner~~ D/C
" " Michele Gracison - Night nurse, about Mom

12⁴⁵ - 1⁴⁵

1⁴⁵ - 2¹⁵ ate lunch

9⁰⁰ in paperwork

9¹⁵ To 9³⁰

9³⁰-10³⁰ Sat at Bake sale + did Rags while there

10³⁰ Emails + Voice Mails

Called back CCI Wkr +

last piece on Marmans to send today

11⁰⁰ | Met E Jane.
fixed.

11⁰⁰ - 12⁰⁰ talked to staff Re: residents that are S.Term.

helped Bette @ Desk prob. to Silver chair

Talked to Penny Daniels - came back to work after Cancer Tx -

12⁰⁰ - 12²⁰ talked to Mrs. Tiddens dtr - found out she just died. Dtr upset over

12²⁰ - 2⁰⁰ computer work, paperwork
2⁰⁰ - 2³⁰ Party Planning Mtg for Co. Party
Not being called!
Investigated E floor
+ Bette E

2³⁰ - 2⁴⁵ responded to email

2⁴⁵ - 3¹⁵ worked on MDS for Angela - needs them today

→ worked to Mike on J. ~~Allen~~ probs!

Talked to Bette + Mike + ombudsman

Went to see J. ~~Allen~~

back to Betty's office

3⁴⁵ - 4¹⁵

made Copies of ~~Marmans~~ D/c

~~Found~~ ~~Angelo Mangas, Mr. Allen~~

2 phone calls picked up.

4¹⁵ - 5⁰⁰ left bldg - to VNA

5⁰⁰ - back in - worked on MDS

Set up V-mail, Computer for vacation. Handed in Time Sheet

MDS on floors.

picked up 4 messages

finished wrapping up work. faxed to Angelo

Talked to Mr. ~~Allen~~ brother about VA plans to D/c

him there

left 6⁴⁵

~~Monday~~

9-10

PPS
Am mtg

10⁴⁰ - 10⁴⁵

Brought Cigo ↑ to 3rd floor - went to 2nd to bring a Res-↓.

10⁴⁵ - 11¹⁰

Spent Time w Mr ~~Harley~~. wants to purchase a
Kindle. Talked about wanting to move to N. Carolina.

11¹⁰ - 11³⁰

Met c Mr ~~Butler~~
Met c Mary (former student)

11³⁰ - 12⁴⁵

Met c Mr ~~Butler~~ uncle Re: funeral arrangements

12⁴⁵ - 1⁰⁰

Got updates on cases from Sheri

1 - 1⁴⁵

paperwork - catch up on desk-

1⁴⁵ - 2⁰⁰

- lunch

2 - 2⁴⁵

Mtg c Mrs. ~~Butler~~ dtr c Bette + Angela Carpenter

2⁴⁵ - 3⁴⁵

Worked on MDS
Called Mr. ~~Goldstein~~'s son c him - son needed
to tell him about his separation from wife.
responded to 3 phone calls
picked up emails.

3⁴⁵ - 5⁰⁰

- Talked c laundry Wkr re: items to be labelled.
- helped Grace ~~Butler~~'s sister hook up computer to Kodiak

Tuesday 4/28

9-10 am mtg / pps - Did raps @ mtg

10-10¹⁵ Spoke to Janice about an ascend from NY resident
+ what's needed
got the P-card, gave raps to Maggie

10¹⁵-10⁴⁵ worked c Mr. ~~Smith~~ on Bx/BS check to send to Dentist
Funeral contract ?s - called My Funeral home
c ?s - need to set up contract

10⁴⁵-11⁰⁰ Went through Mail on Desk
Did Mary Lagoia's life ins - pp-work designating funeral home
as owner.

11⁰⁰-11⁴⁵ Called the life ins. co w/ a ? on Assignment
of life ins.

11⁴⁵-12 met c Karen Mulvihill on Wendy th 11
+ Mrs Nagy

12-12⁴⁵

12⁴⁵-1¹⁵ To do Assessment on New lady : MDS
reading chart
Talk c 2E nurses about new lady coming

1¹⁵-2⁴⁵ To lunch.

1⁴⁵-2¹⁵ Finished MDS for Roseanne

2¹⁵-3⁴⁵ Finished MDS + Soc. history

3⁴⁵-4¹⁰ Did a PASSR for Janice for an admission from home

4¹⁰-6⁰⁰ made 2 Return calls, Bathroom

Worked on Wendy ~~DM's~~ PASSR

updated Ascend's in SX

1⁰⁰-6⁴⁵pm Did Tracking info c c Rachel for Patricia

wed 9/27

9 in

9-9⁴⁵ pps / morning mtg

9⁴⁵ - 10⁰⁰ Met \bar{c} Mike on Joe's invol. D/c + Listened to his email
to him

10⁰⁰ - 10³⁰ Spoke \bar{c} Dr - Shetty on mom + Nang Phay.
Picked up 5 voice mails
Called Nagy's Dtr to pick up items
" Chappell's bro to inform of new Room # for Sister
who moved today
Looked at emails + responded to 2.
Bathroom

10³⁰ - 12⁰⁰ Work on involuntary sample letter +
Worked on Joe ~~letter~~ letter.

12⁰⁰ - 12³⁰ Copying for Expenses paid, updated R/c List
Documented

12³⁰ - 1¹⁵ Worked on Joe ~~letter~~ addendum to D/c

~~Worked~~ worked on MDS for Angela.

1¹⁵ - 1⁴⁵ To lunch

1⁴⁵ - 2⁰⁰ photo outside

2⁰⁰ - 2¹⁰ Met \bar{c} Amedysis nurse about Patients they

2¹⁰ - 3⁴⁵ Did ~~Home~~ D/c instructions,
Copying, Talking to Dr. J. for More
Bathroom

3⁴⁵ - 5³⁰ Returned 4 calls
brought laundry
picked up 10 messages

returned 3 calls

Called Daolong to \checkmark on D/c + ask
To pick up clothes.

5³⁰ - 1¹⁵ brought clothes +
on on bank on bank - not organized.

9¹⁰ - 9⁴⁵ medicare / Am mtg

9⁴⁵ - picked up ~~some~~ voice mails
- worked on 5 MDS for Maggie

11³⁰ - 12¹⁵ met c man from Medicaid 4 you

12¹⁵ - 12²⁵ Spoke to Dr Raut on phone about D/C pt's meds

12²⁵ - 1²⁰ spoke c Mr. ~~Wright~~ - very upset wants to go home - Took
calmed Mary ~~Wright~~ down - crying in hallway - Took
to her room

1²⁰ / 45 lunch

1⁴⁵ / 2¹⁵ met c Rose ~~Wright~~ Dtn & S.I.C to do POA
met c Res. also

2¹⁵ - 2³⁰ picked up messages. Spoke c Mrs. ~~Wright~~ dtn -
Came in - here from Alaska

2³⁰ - 3⁰⁰

3⁰⁰ - 3²⁰ looked into where Ms. Kol. Partial Dentures
could be vid c Security (Sheri), checked laundry,
checked room, vid c Admissions.

3²⁰ -

4²⁵ - 4³⁰ looked for a stop sign for Paul ~~Wright~~ - called Dennis
to put it up

4³⁰ - 6 Finished MDS for Maggie

For 196-
207 1563

Late This Am. No Electric + had to switch out computer @ DUNA

11²⁰ - 11⁵⁰ in - Met c fam. Care Plus People already in office

11⁵⁰ - 12¹⁰ . Met c Roseanne Re: MDS 3.0 items due
" c Mike Re: Medicaid & You Services
" c Nancy Falls Re: Mom's Status + what goals
to work toward.

12¹⁰ - 12³⁰ Spoke c Mom Re: Mom's dietary requests + shoes to wear
for therapy.

12³⁰ - 1³⁰ - ran across st. to get Mom's purse out of car
got Coffee for Dotti + myself
- Listened to emails
gave Dotti work to do
went thru paperwork on Desk to organize + prioritize

1³⁰ - 1⁴⁰ Copying ~~the~~ paperwork to send to Bill collectors for W. th 11
Prob. c copier

1⁴⁰ - 4:30 MDS 3.0 No lunch, no other items
Took cig lighter away from Carlowitz

1 hr. over w/c to input Ascend info

Monday 10/4/10

EmS

8:25:10

8:25-9:00 organized paperwork, cups of coffee, Retrieved 10 voice mails

9:00-

Am mtg /pps

Tues 10/5/10

9-10¹⁵ Am Mtg + PPS

10¹⁵ - 11¹⁵

- picked up 6 voice mails
- Met E. G. Goldstein follow-up on pre-need funeral contract
- put Notary paper in for a ✓
notarized for Sam

11¹⁵ - 12¹⁵

Brought clothes ↑ to get labeled
looked for L. Hodgman's shirt we gave him -

12¹⁵ - 1¹⁵

" " # for M. Tyson - said it was missing
made calls

1¹⁵ - 1⁴⁵

faxed Joe Goetz' ppr work to Silver Springs. ate lunch 15 min then to
Ascend for Janice for a new admission do Ascend for Janice

1⁴⁵ - 2¹⁵

emails + call backs
work on Possible Discharges for Ppi + w/e
Called Murtha Meery re: Joe ~~OWA~~
Met Bette re: my mother's behavior
went over

2¹⁵ -

4³⁰ - 5³⁰

met Mrs Alameda + Mrs Fay

wed 10/6

9¹⁵ - In 10⁰⁰ To am mtg

10⁰⁰ 11¹⁵

met E Paul ~~Wright~~ Re: phone #s of Resp. parties
" E George ~~Sanborn~~ Re: Sending out a ✓ for
Funeral. Called his funeral home + called DSS
Picked up 4 messages
organized Desk to Prioritize

11¹⁵ 12⁰⁰

Made faxes for Dotti to fax for me
" Mail out for " " Mail " "
Talked E ~~to~~ Fay about

2⁰⁰ - 2¹⁵

ate lunch

2¹⁵

Wrote up Rlc notices

